Sponsor Portal User Guide for Cisco Identity Services Engine, Release 1.2

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CONTENTS

CHAPTER 1 **Supporting Guest Users** 1

- Importance of Network Security 1
- Network Access for Guest Users 1
- Sponsor Portal 2
- Guest Portal 2
- Your Role as Sponsor 2
- Signing on to the Sponsor Portal 2
- Unable to Sign On Because Account is Locked 3

CHAPTER 2 **Creating Guest Accounts** 5

- Creating a Guest Account 5
- Importing Guest Accounts 6
- Creating Random Guest Accounts 7
- Providing Account Details to Guests 7
- Lost Guest Password 8
- Guest Account Settings 8

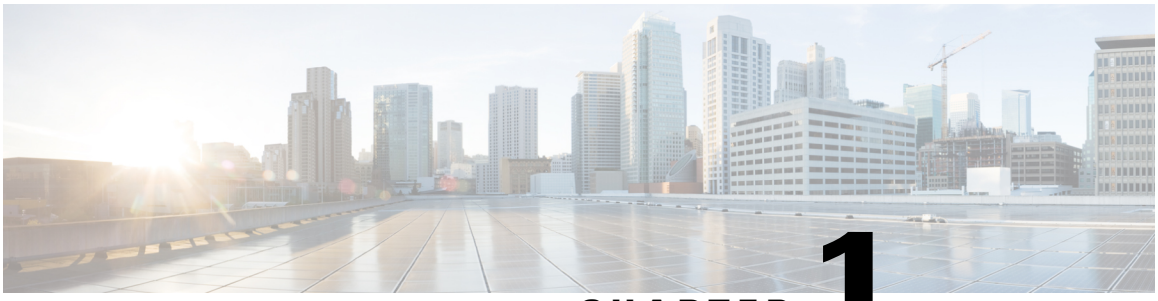
CHAPTER 3 **Managing Guest Accounts** 11

- Suspended and Expired Guest Accounts 11
- Reactivating Expired Guest Accounts 11
- Extending Guest Account Durations 12
- Suspending a Guest Account 12
- Reinstating a Suspended Guest Account 13
- Manage Guest Accounts Page 13
- Account Status Details 14

CHAPTER 4 **Customizing the Sponsor Portal** 15

- Choosing the Language Used by the Sponsor Portal 15

Setting Up Email Confirmations 15
Changing Your Password 16
Assigning Default Values to Guest Accounts 16
My Settings 17



CHAPTER 1

Supporting Guest Users

These topics provide details about your role as a sponsor in ensuring that only authorized users can access your company's network or Internet:

- Importance of Network Security, page 1
- Network Access for Guest Users, page 1
- Sponsor Portal, page 2
- Guest Portal, page 2
- Your Role as Sponsor, page 2
- Signing on to the Sponsor Portal, page 2
- Unable to Sign On Because Account is Locked , page 3

Importance of Network Security

As you connect to your company's network or access the Internet, many processes work in the background to securely protect your computer and the network from harm. Network security is critical to maintaining your company's confidentiality and data integrity. Unauthorized users could negatively impact your company's network directly by causing it to fail or indirectly by using it to cause harm to others.

Network Access for Guest Users

With the increased use of and dependency on mobile devices, such as laptops, tablets, and mobile phones, people have become accustomed to being able to access the Internet from anywhere. However, access to corporate networks requires more security than free Wi-Fi at a local coffee shop. To protect your company's network and to ensure that only authorized guests can access it, your company uses Cisco Identity Service Engine (ISE) guest services. Cisco ISE ensures that only authorized guests, such as visitors, contractors, consultants, and customers, can access the network.

Sponsor Portal

The Sponsor portal is one of the primary components of Cisco ISE guest services. Use the Sponsor portal to create temporary accounts for authorized visitors to securely access your corporate network or the Internet. After creating the account, you also can use the Sponsor portal to provide account details to the guest by printing, e-mailing, or texting.

Guest Portal

When people outside your company attempt to use your company's network to access the Internet, they are automatically routed to the Guest portal. The Guest portal protects your company's network from unauthorized users. As a sponsor, you can create temporary usernames and passwords for authorized visitors, and they can then access the network by entering these credentials in the Guest portal login page.

Your Role as Sponsor

As a sponsor, you are responsible for creating guest accounts for authorized visitors to your organization. These accounts enable visitors to access your company's network or provide access to the Internet. When creating these accounts, you should adhere to your company's guidelines for providing network access to visitors. Cisco Identity Service Engine (ISE) records and stores the entire process for auditing and reporting purposes, which your company can use to verify that only authorized visitors have been granted network access.

Your network administrator assigns functionality to your sponsor account base on the guest role to which you are assigned. So, you might not have access to all features available on the Sponsor portal.

Signing on to the Sponsor Portal

The Sponsor portal is a web-based portal that you use to create guest accounts for authorized visitors. Once you are signed into the Sponsor portal, you will be automatically disconnected after 20 minutes of inactivity.

Before You Begin

Obtain the Sponsor portal URL and your username and password from your system administrator.

Procedure

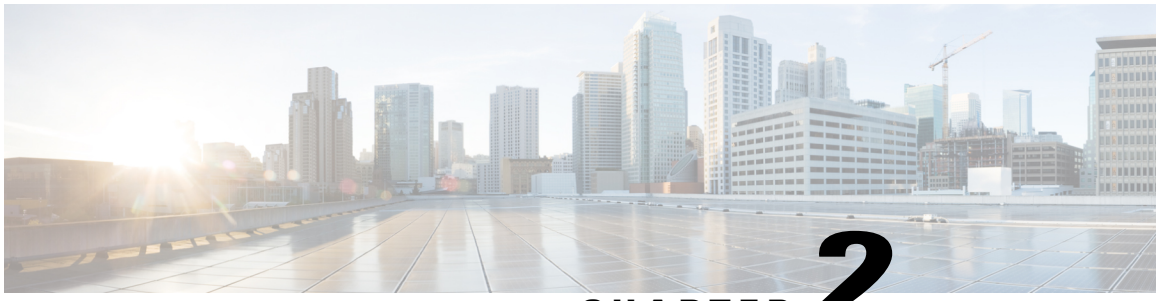
Step 1 Open a web browser and enter the Sponsor portal URL provided to you by your system administrator. Your administrator customizes this URL, but it typically has a format such as: https://*ipaddress:portnumber/*sponsorportal.

Step 2 Enter your username and password (provided by your system administrator) and click **Sign On**.

If you sign on successfully, the **Manage Guest Accounts** page for the Sponsor portal displays. If not, contact your system administrator for assistance.

Unable to Sign On Because Account is Locked

By default, if you incorrectly enter your password for your sponsor account five times in a row, the Sponsor portal temporarily locks you out of the system for 30 seconds. You can make additional attempts after that. Your system administrator can change this default setting to require fewer or more failed attempts before temporarily locking your account .



CHAPTER 2

Creating Guest Accounts

These topics provide instructions for creating guest accounts and providing the account details to guests:

- Creating a Guest Account, page 5
- Importing Guest Accounts, page 6
- Creating Random Guest Accounts, page 7
- Providing Account Details to Guests, page 7
- Lost Guest Password, page 8
- Guest Account Settings, page 8

Creating a Guest Account

You can create a single guest account to provide network access for one specific person.

Procedure

Step 1 Click **Create Account** from the **Manage Guest Accounts** page.

Step 2 Enter the appropriate information in the **First name** and **Last name** fields to create the username. If you do not enter anything, the portal will create a random username.

Step 3 Choose to send the account details to the guest user:

- Check the **Send email notification** and enter an **Email address**
- Check the **Send text notification** and enter a **Phone number**

Step 4 Confirm these pre-set required settings:

- **Guest role**
- **Account duration**
- **Time zone**

- **Notification language**

Step 5 Enter other optional fields.

Step 6 Click **Submit** to create the account.

Related Topics

Guest Account Settings, on page 8

Importing Guest Accounts

If your company maintains account information for authorized visitors in an external database or file, you can create guest accounts for these users by importing their information into the Sponsor portal. The file containing the account information should be a .csv file, which the Sponsor portal then parses and creates new guest user account for each entry in the file.

Before You Begin

Click **Download Template** on this page to get a template to use for the import file. Ensure that the file you are importing conforms to the required structure before importing it. Additionally, if the file includes multi-byte characters, you must save the file in UTF-8 format.

Procedure

Step 1 Click **Import Accounts** from the **Manage Guest Accounts** page.

Step 2 Click **Browse** to locate the .csv file.

Step 3 Click **Upload** to upload the .csv file.

Step 4 Confirm these pre-set required settings:

- **Guest role**
- **Account duration**
- **Time zone**
- **Notification language**

Step 5 Click **Submit**.

Related Topics

Guest Account Settings, on page 8

Creating Random Guest Accounts

You can create up to 10,000 random guest accounts in advance, record the details separately, and store them in the system for future use. For example, if you are a lobby ambassador who needs to distribute guest accounts, you could save time by using these generic, randomly created accounts.

Procedure

Step 1 Click **Create Random Accounts** from the **Manage Guest Accounts** page.

Step 2 Enter the number of accounts to create.

Step 3 Enter a prefix to add to each account name.
The remainder of the username and the password are generated randomly adhering to the username and password policies that are set by your system administrator.

Step 4 Confirm these pre-set required settings:

- **Guest role**
- **Account duration**
- **Time zone**
- **Notification language**

Step 5 Click **Submit**.

Related Topics

Guest Account Settings, on page 8

Providing Account Details to Guests

You can send guests' their account details by emailing, texting, or printing (depending on how your Cisco ISE system administrator has configured the Sponsor portal).

Procedure

Step 1 On the **Manage Guest Accounts** page, check the check box next to the guest accounts you want to notify.

Step 2 Click **Email**, **Text**, or **Print**.
To send an email or text, the guest account must have an email address or phone number associated with it.

Lost Guest Password

If guests lose their passwords, you can do one of following:

- Send them the account details again—if guests have not changed their passwords, you can just send them the account details again from the main **Manage Guest Accounts** page.
- Create a new guest account—if guests have changed their passwords, you cannot just reset the password. You must create a new account and provide them with those details.

Guest Account Settings

These account settings are required regardless how you create the guest accounts.

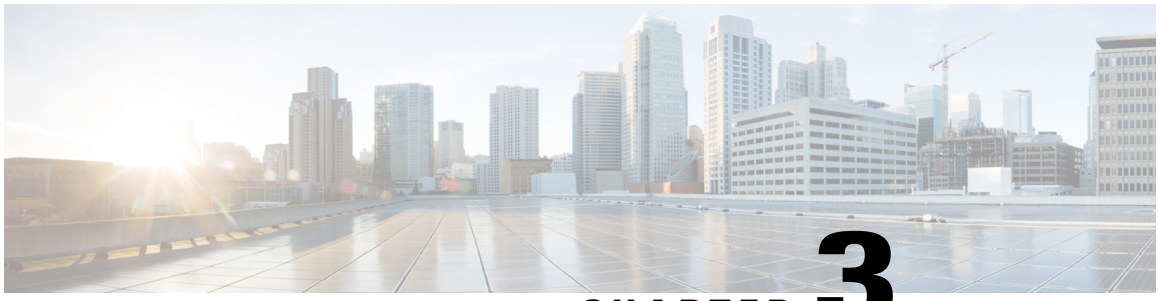
Table 1: Guest Account Settings

Field	Usage Guidelines
Guest role	Cisco ISE includes these guest roles to map guest users to their appropriate network access privileges. These options are available by default, but your system administrator might restrict this list or create additional guest roles: **Guest** When you create an account with this role, the account is not enabled until the user first signs on. Status for these guests displays as "Awaiting Initial Login" until the guest signs on for the first time. **ActivatedGuest** When you create an account with this role, the account is enabled automatically. Status for these guests displays as "Active" even if the guest has not yet signed on.

Field	Usage Guidelines
Account duration	The account duration specifies how long the guest user can access the network. Your system administrator might restrict this list or create additional ones: **DefaultEightHours** This 8-hour time limit starts from when you first create the account. You would typically not use this account duration when creating a list of random accounts. **DefaultFirstLoginEight** This 8-hour time limit starts from when the guest user first successfully connects to the Guest portal. **DefaultStartEnd** You can indicate specific dates and times on which to start and stop network access. This account duration is useful if you need to assign network access for several days.
Time zone	Set the time zone to be used by the guest account.
Notification language	Choose the language used when sending account notifications to this guest.

Related Topics

Creating a Guest Account, on page 5
Importing Guest Accounts, on page 6
Creating Random Guest Accounts, on page 7



CHAPTER 3

Managing Guest Accounts

These topics provide details about suspending and extending guests' accounts and sending guests their account details again.

- Suspended and Expired Guest Accounts, page 11
- Reactivating Expired Guest Accounts, page 11
- Extending Guest Account Durations, page 12
- Suspending a Guest Account, page 12
- Reinstating a Suspended Guest Account, page 13
- Manage Guest Accounts Page, page 13
- Account Status Details, page 14

Suspended and Expired Guest Accounts

When guest accounts are suspended or expired, the affected guest users cannot access the network.

Guest accounts can be suspended in two ways:

- Guest reached the maximum number of login attempts as defined by your system administrator.
- You manually suspended the account.

When an active or suspended account reaches the end of its account duration (which you defined when you created the account), the account expires.

You can reactivate or reinstate suspended and expired accounts. Expired accounts are automatically purged based on criteria defined by your system administrator, but the default is 15 days. After an account is purged, you must create a new account for that guest.

Reactivating Expired Guest Accounts

If guests' accounts have expired, they are no longer able to connect to the network. You can typically reactivate expired accounts by resetting their account durations. However, an automated process runs periodically (based

on criteria set by your system administrator) that automatically removes all expired accounts from the system. You will then need to create new accounts for these guests.

Procedure

Step 1 On the **Manage Guest Accounts** page, check the check box next to the expired guest accounts you want to reactivate.
Step 2 Click **Change Account Duration**.
Step 3 Choose the new account duration and click **Submit.**
Step 4 Verify that the expired accounts' statuses have changed.

Related Topics

Account Status Details, on page 14

Extending Guest Account Durations

You can extend guests' account durations to allow guests to access the network for longer than originally set.

Procedure

Step 1 On the **Manage Guest Accounts** page, check the check box next to the guest accounts you want to extend.
Step 2 Click **Change Account Duration**.
Step 3 Choose the new account duration and click **Submit.**

Related Topics

Account Status Details, on page 14

Suspending a Guest Account

You can suspend guests' accounts which prevents them from accessing the network but retains their accounts.

Procedure

Step 1 On the **Manage Guest Accounts** page, check the check box next to the guest accounts you want to suspend.
Step 2 Click **Suspend**.
Step 3 Verify that the account status now displays as "Suspended."

Reinstating a Suspended Guest Account

You can reinstate suspended guest accounts that you suspended previously or that were suspended automatically because the guest made too many failed attempts to sign on.

Procedure

Step 1 On the **Manage Guest Accounts** page, check the check box next to the suspended guest accounts you want to reinstate.

Step 2 Click **Reinstate**.

Step 3 Verify that the suspended accounts' statuses have changed.

Related Topics

Account Status Details, on page 14

Manage Guest Accounts Page

The **Manage Guest Accounts** page is the home page for the Sponsor portal that displays after you sign on to the portal.

Table 2: Manage Guest Accounts Page

Field	Usage Guidelines
Create Account	Create a single guest account.
Import Accounts	Import a file containing a list of guest accounts to create multiple accounts.
Create Random Accounts	Randomly create a set of multiple guest accounts.
Account List	
Edit	Make changes to a the selected account.
Email	Email account details to the selected users.
Text	Text account details to the selected users.
Print	Print account details for the selected users.
Reinstate	Enable a suspended account.
Suspend	Disable an account without deleting it.
Delete	Remove a guest account.
Change Account Duration	Adjust the access time period or reactivate an expired account.

Account Status Details

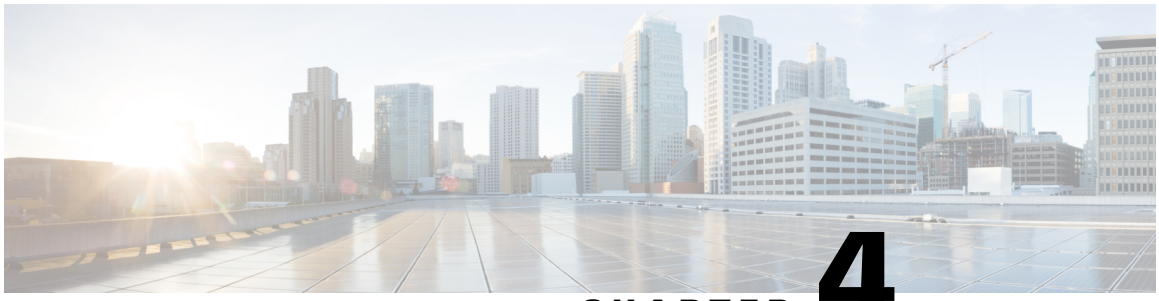
The account status displays details about guests' accounts.

Table 3: Account Status Details

Status	Description
Awaiting Initial Login	The guest user account has been created, but the guest has not yet signed into the Guest portal.
Active	The guest user has successfully signed in through the Guest portal, or the account was defined as an ActivatedGuest guest role.
Expired	The time period for the account has ended. When you reactivate an expired account, its state changes based on the guest role assigned: • ActivatedGuest role changes to Active. • Other guest role changes to Awaiting Initial Login.
Suspended	The guest user's account has been suspended by you or another sponsor.

Related Topics

Reactivating Expired Guest Accounts, on page 11
Reinstating a Suspended Guest Account, on page 13
Extending Guest Account Durations, on page 12



CHAPTER 4

Customizing the Sponsor Portal

These topics provide details about how you can customize your Sponsor portal settings and set defaults values for guest accounts

- Choosing the Language Used by the Sponsor Portal, page 15
- Setting Up Email Confirmations, page 15
- Changing Your Password, page 16
- Assigning Default Values to Guest Accounts, page 16
- My Settings, page 17

Choosing the Language Used by the Sponsor Portal

You can change the language used by the Sponsor portal to any of the standard language templates or to any custom language templates added by your system administrator.

Procedure

Step 1 On the **Manage Guest Accounts** page, click **My Settings**

Step 2 Choose one of the following:

- **Use browser locale** to use the same language setting as your web browser.
- **Language template** to choose a different language template.

Step 3 Click **Save**.

Setting Up Email Confirmations

When you create a guest account, you can have a copy of the account details automatically emailed to you. Contact your system administrator if this feature is not available to you.

Procedure

Step 1 On the **Manage Guest Accounts** page, click **My Settings**

Step 2 Enter your email address in the **Your email address** field.

Step 3 Check the **Receive email confirmation** check box.

Step 4 Click **Save**.

Changing Your Password

Your system administrator might require you to change your password when signing on to the Sponsor portal, or you can change it at any time. Your password must adhere to the password policy set by your system administrator.

Before You Begin

- If you want to change your password, click **My Settings** on the **Manage Guest Accounts** page to access the password fields.
- If you are required to change your password when signing on to the Sponsor portal, the **Change Password** screen displays automatically.

Procedure

Step 1 Enter your old password in the **Old password** field.

Step 2 Enter your new password in the **New password** field.

Step 3 Confirm your new password in the **Confirm password** field.

Step 4 Click **Save**.

Assigning Default Values to Guest Accounts

If you typically create guest accounts that use the same guest role, account duration, time zone, and notification language, you can set these defaults so you do not have to change them each time you create a guest account.

Procedure

Step 1 On the **Manage Guest Accounts** page, click **My Settings**

Step 2 Choose the appropriate options in the **Guest role**, **Account duration Time zone**, and **Notification language** fields.

Step 3 Click **Save**.

My Settings

You can customize your Sponsor portal settings and set default values for guest accounts that you create.

Field	Usage Guidelines
Language template	Change the language used by the Sponsor portal or check **Use browser locale** to use the same language as your web browser.
Location	Enter your location.
Your email address	Enter your email address and check **Receive email confirmations** to receive copies of account details sent to guests.
Guest role	Choose a default guest role to use to map guest users to their appropriate network access privileges.
Account duration	Specify how long the guest user can access the network.
Time zone	Set a time zone to be used by all guest accounts.
Notification language	Choose a default language used when sending account notifications.
Password settings	Enter your current password in the **Old password field** and enter your new password in the **New password** and **Confirm password** fields.